

Mr. Stan Joseph

Solid Waste Manager

City of Raleigh

Post Office Box 590

Raleigh, North Carolina 27602

Dear Mr. Joseph:

I am writing you to commend one of your employees, Mr. Charles McCoy, for coming to help my husband when he fell down several stairs and landed headfirst on the concrete floor of our garage and was seriously hurt

On Thursday, January 16, my 80-year-old husband started down the garage steps to speak to Mr. McCoy and ask him if he needed some water or a soda. Mr. McCoy takes very good care of us and always takes our cans, empties them and brings them back. We like to thank him when we see him and offer him something to drink.

Bill missed a step and fell headfirst on to the cement garage floor. He was able to open the door and call for help. His head was bleeding profusely, as I was later told, when Mr. McCoy hurried back up our small hill to help when many other people would have just kept on going. He saw the problem and, at Bill's suggestion, called my bookkeeper who was also here but not close by. Together, they tried to make Bill more comfortable and then while Martha applied a towel to his head to stop the bleeding, Mr. McCoy called 911. He waited for the ambulance and helped to get my husband off to the Hospital.

Mr. McCoy called that evening to check on Bill and stopped by on his pickup day twice to check on him. Had he not answered Bill's call for help, I don't know what would have happened. We live in a very quiet, spread out neighborhood so no one would have heard him. Fortunately, a CT scan in the Emergency Room revealed no concussion and no broken bones. But I can tell you when I got home the next day and saw the two blackest eyes ever and his wrist bandaged, big bruises on his face and a huge bandage on his head, I nearly fainted.

Bill and I want you to know, if you don't know already, that Mr. McCoy does an excellent job as a service provider, but way beyond that, he is a caring, appreciative person. We will be ever grateful that he responded to Bill's call for help, lent his assistance in getting him to the Emergency Room and took the time to reach out on several occasions to see how Bill was doing.

I also want to take this opportunity to say that all the service providers that come to our home do excellent work and have displayed their care and prayers because they know we are elderly and that I am living with cancer. We appreciate what they all do for us, specially, Mr. McCoy!

Sincerely,

- c. Mary-Ann Baldwin, Mayor
- c. Ruffin L. Hall, City Manager
- c Charles McCoy, Solid Waste Service Provider